



RESOURCE AND PATIENT MANAGEMENT SYSTEM

EHR Laboratory Package for Small Sites without a Laboratory Professional

Announcement and Agenda

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Office of Information Technology (OIT)
Albuquerque, New Mexico
&
Trenton Community Clinic
Santee Clinic
Ponca Hill Health and Wellness Center & Isleta Health Center

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1.0 General Information

1.1 Purpose of Training

The Resource Patient Management System Electronic Health Record (RPMS EHR) is a suite of software applications designed to move most clinical transactions from paper-based to an electronic environment. The EHR uses upgrades of existing RPMS applications and clinical data, but provides a graphical user interface (GUI) that facilitates access to, and direct entry of this data by clinical users. The two most significant clinical enhancements provided by the EHR are the direct entry of orders (pharmacy, laboratory, radiology, nursing, etc.) by providers, and the on-line documentation of clinical encounter notes. In addition, the EHR will make clinical decision support tools available to providers at the point of care, and will make the medical record immediately accessible to all authorized users.

Implementation of an electronic medical record (EMR) at any health care organization is a complex and lengthy process, requiring preparation and changes in essentially all areas of a medical facility. Rolling out an electronic record system at any facility will require a considerable training effort at the time of implementation, as well as an ongoing program of training and support.

This course focuses on the use of the Laboratory module for non-Laboratorians, particularly at facilities without Laboratory professionals.

1.2 Prerequisites

This class will be oriented towards non-Laboratory professionals (i.e., other than Medical Laboratory Technicians [MLT] and Medical Laboratory Technologists [MT]) who are responsible for processing Laboratory Tests at their facilities. Facilities will be able to work on their own systems during the training. This course assumes that participants have limited knowledge of the RPMS Laboratory Suite (RPMS-LIS).

1.3 Intended Audience

Physicians, Nurses, Dentists, Pharmacists, Registered Dietitians, Therapists, Clinical Application Coordinators, GPRA, IPC, and MU Coordinators, Case Managers, Medical Records, and Health Informaticists

1.4 Course Material and References

1.4.1 At the IHS xxxx FTP Site

The following materials may be downloaded from the RPMS Training FTP site at <ftp://ftp.ihs.gov/pubs/RPMS/Training/ThisCourse/>:

- Course Agenda (this document)
-

1.4.2 At the IHS xxxx Website

- Document Title
(<http://www.ihs.gov/xxxx/subdirectory/namespace/docName.pdf>)
-

If a web link fails to open the document, browse to:
http://www.ihs.gov/xxxx/index.cfm?module=Applications&option=View&AC_ID=0 and select the **applicationName(namespace)** option to locate the newest version.

2.0 Learning Objectives

This hands-on class provides a basic overview of the RPMS-LIS and preparation required for processing Laboratory Tests. Participants are provided with the knowledge, skills, and abilities to use the RPMS-LIS in its use and offer participants the tools necessary for processing and reporting Laboratory Tests. At the end of this session participants will be able to:

1. Identify the role of the Laboratory Information System (LIS) Suite in the big picture of Electronic Health Management.
2. Delineate the role and responsibilities of the LIS Manager in a small Laboratory without an MT or MLT.
3. Define the LIS workflow and its interactions with other RPMS modules.
4. Summarize basic Laboratory terminology.
5. Recognize the importance of CLIA, Joint Commission, and other regulations as they relate to Laboratory Policies and Procedures.
6. Perform basic RPMS tasks.
7. Describe the Anatomy of a Laboratory test.
8. Order Laboratory Tests.
9. Accession Laboratory Tests.
10. Track Laboratory Tests.
11. Result Laboratory Tests.
12. Examine and use the Point of Care Button (POC).
13. Describe the Reference LIS Interface.
14. Generate Patient LIS Reports.
15. Populate test taxonomies required for proper data collection in iCare, Diabetes Management System, and GPRA reporting.
16. Maintenance of the RPMS Lab Package
- 17.

3.0 Detailed Agenda

3.1 Day 1

Day 1		
8:30	Welcome and Introductions IHS OIT/USET Laboratory Consultants At the end of this session participants should be able to: <ul style="list-style-type: none"> • Review the course agenda • Navigate the WebEx sessions • Review how to enroll in class • Ensure Privacy and Security of Personal Health Information (PHI) 	
9:00	Overview of ThinkTank® (cont.) IHS OIT/USET Laboratory Consultants At the end of this session participants should be able to: <ul style="list-style-type: none"> • Identify Participant Needs and Expectations • Utilize ThinkTank® for brainstorming and ideas 	
9:15	EHR Overview as it pertains to the Laboratory in the Patient Life Cycle IHS OIT/USET Laboratory Consultants <ul style="list-style-type: none"> • Examine the Importance of Patient Registration. • Order a Laboratory Tests using EHR to include Reference Lab Tests and POC. • Process Reference Laboratory results and correcting POC results. • Review Laboratory Clinical results in EHR including those on the Lab Tab, Health Summary and the Visit Summary • Review the process for diagnosing, treating and discharging patients based upon completed Laboratory results. • Define Roles and Responsibilities of the Non-Laboratorian RPMS-Lab Manager, coordinator, and end-user. • Examine the interaction between the various users of the RPMS system in the management of Laboratory Data. 	Tab 1
9:45	Lab Suite Overview IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> • Examine the role of the Lab Suite in the big picture of Electronic Health Record. • Delineate the Lab workflow and interactions with other RPMS modules: <ul style="list-style-type: none"> – Discuss the Lab CPT file if using billing - Business Implications. – CRS, MU, and DM Clinical Reports. • Develop a Contingency Plan. Compare and contrast CLIA, AAAHC, FQHC, RHC, CHC, TJC, CMS, and other regulations as related to Laboratory Policies and Procedures.	Tab 2
10:30	Break	
10:45	Basic RPMS Skills IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> • Execute basic RPMS functions. 	Tab 3
12:00	Lunch	
1:30	Basic RPMS Skills (Continued) IHS OIT/USET Laboratory Consultants	Tab 3

	At the end of this session, participants should be able to: Execute basic RPMS functions.	
2:30	Break	
2:45	Anatomy of a Lab Test – Terminology IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to examine and describe the Anatomy of a Laboratory test: <ul style="list-style-type: none"> • Test name vs. synonym • Panel vs. single test. • Data Name – Format of test results. • Site specimen: <ul style="list-style-type: none"> – Reference ranges. – Critical values. • Describe POC Testing. <ul style="list-style-type: none"> – Explain importance and use of Package Inserts for POC tests. – Define and use Result comments. – Define Requesting Provider. – Describe Ordering Location. • Describe nursing Quick Order for POC testing 	Tab 4
3:45	Requesting a New Test or Retiring a Test no longer in use IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> • Describe the elements needed to request a new test to be built. • Describe where to find the elements that are needed for a new test. • Describe where to go to request a new test or retire an old test. Describe how a test is retired.	Tab 5
4:30	Adjourn <ul style="list-style-type: none"> • Wrap-up 	

Day 2		
8:30	Morning Greeting <ul style="list-style-type: none"> Questions from yesterday 	
8:45	Populating Taxonomies IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> Populate taxonomies. Describe the relationship of taxonomies in iCare, Diabetes Management System, and GPRA reporting.	Tab 6
9:45	EHR POC Button IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> Differentiate between Laboratory vs. Nursing/Text Quick Orders. Order and result Laboratory Tests using the POC Button. Enter canned and free text comments.	Tab 7
10:30	Break	
10:45	Order Laboratory Tests IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> Order and describe ways to order Laboratory Tests: <ul style="list-style-type: none"> Quick Orders. Without Quick Orders. Paper Requisitions. Describe options for "Nature of Order" (Written, verbal, telephone, policy, electronic): <ul style="list-style-type: none"> Discuss RPMS CPRS CPOE Report. Find and review orders.	Tab 8
12:00	Lunch	
1:00	Class Activity: Order Laboratory Tests IHS OIT/USET Laboratory Consultants <ul style="list-style-type: none"> Order Lab tests on Four Different Demo/Test Patients Open Orders Tab and change view Locate the order placed Write down patient names and/or chart numbers, and order numbers for the next activity View Lab Test Status 	Tab 8
2:00	Accession Tests IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to: <ul style="list-style-type: none"> Accession tests. Anatomy of an accession number Discuss printing Labels and/or shipping manifest for Reference LIS Perform Accessioning (exercise). 	Tab 9
3:00	Break	
3:15	Class Activity: Accession Tests	Tab 9

	<ul style="list-style-type: none"> Retrieve patients and orders numbers from previous activity Accession orders and record the accession numbers for the next activity View Lab Test Status 	
4:30	Adjourn <ul style="list-style-type: none"> Wrap-up Instructions for Office Hours 	

Day 3		
8:30	Morning Greeting <ul style="list-style-type: none"> Questions from yesterday 	
8:45	Result Lab Tests IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to result a Lab test through utilization of: <ul style="list-style-type: none"> EA (auto-instruments/ref Lab). EM (manual/modify). Result comments. Notification process. The Reference Lab Interface. Describe result entry outcome - the relationship between the Lab Suite and PCC, Diabetes Management System (DM), EHR, Women's Health (WH), or iCare.	Tab 10
9:45	Class Activity: Result Lab Tests IHS OIT/USET Laboratory Consultants <ul style="list-style-type: none"> Retrieve patients and accession numbers from previous activity Result each accessioned test View Lab Test Status 	Tab 10
10:00	Break	
10:15	Tracking Lab Tests IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to track test status by using the following options: <ul style="list-style-type: none"> Incomplete test list. Order test status. Accession List by Date report. Review by Order Number. Lookup Accession. EHR Orders and Lab tabs. 	Tab 11
10:45	Documentation of Lab Only Visits IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to track test status by using the following options: <ul style="list-style-type: none"> Create a visit Select a Purpose of Visit (POV) 	Tab 12
11:30	Lunch	
12:30	Laboratory Reports IHS OIT/USET Laboratory Consultants	Tab 13

	<p>At the end of this session, participants should be able to:</p> <ul style="list-style-type: none"> • Compare and contrast Laboratory Reports within the EHR Lab tab and Reports tab. • Generate a Laboratory Interim Report. • Create a Laboratory Health Summary Report. • Display EHR Patient Visit. • Use EHR Lab tab: <ul style="list-style-type: none"> – Most recent. – Cumulative. – All tests by date. – Worksheet. – Graph. – Lab test Status. • Compile Laboratory Test Counts. 	
1:00	Class Activity: View Laboratory Reports on Test System	Tab 13
1:45	<p>Maintenance of the RPMS Lab Package IHS OIT/USET Laboratory Consultants During this session, participants will access the RPMS LIS and practice. Instructors will be available to answer questions.</p> <ul style="list-style-type: none"> • Review list of Taskman jobs • Overview and discuss daily, quarterly and annual maintenance 	Tab 14
2:30	Break	
2:45	<p>Clinical Lab Test Results and Meaningful Use for Laboratory IHS OIT/USET Laboratory Consultants During this session, participants will access the system and practice. Instructors will be available to answer questions. At the end of this session participants should be able to:</p> <ul style="list-style-type: none"> • Understand the Objective and the Measure • Compare and Contrast Laboratory Package, Reference Lab Interface, Point of Care lab & PCC Data Entry of Structured Laboratory Data • Generate the RPMS Meaningful Use Performance Report for Clinical Lab Test Results • Analyze the logic for the Meaningful Use Clinical Lab Test Performance Report • Discuss the Unintended Consequences of Entering Laboratory Results into PCC Data Entry in the Electronic Health Record Environment • Reference Lab Implementation to meet Stage 2 	Tab 15
3:45	<p>iCare Overview Janna Morris</p> <ul style="list-style-type: none"> • Overview of iCare and its relation to Meaningful Use 	
4:30	<p>Adjourn</p> <ul style="list-style-type: none"> • Wrap-up 	

Day 4		
8:30	<p>Morning Greeting</p> <ul style="list-style-type: none"> • Questions from yesterday 	

8:45	Reference Lab Interface IHS OIT/USET Laboratory Consultants At the end of this session, participants should be able to <ul style="list-style-type: none"> • Overview the process • Clearly delineate the Preliminary steps required • Contacting Reference Lab Representative • Client needs assessment • Contract negotiation and signed • Reference Lab contacts Cimmaron • Cimmaron places site into Queue • Connectivity Established • Acquire label printers and other required hardware 	Tab 16
9:45	Class Activity: Review of Lab Processes IHS OIT/USET Laboratory Consultants <ul style="list-style-type: none"> • Order test • Accession test • Run Incomplete Test Status report • Result test • Run Incomplete Test Status report • Look-up results 	Tab 16
11:30	Lunch	
12:30	Tips and Tricks IHS OIT/USET Laboratory Consultants <ul style="list-style-type: none"> • Review of VA Fileman • Review of File 60 • Suggested Small Lab Menu • Review of CPT Code File • Review LOINC Codes • Review Taxonomies 	
1:30	<ul style="list-style-type: none"> • Review Think Tank • Survey Monkey • Office Hours 	
4:30	Adjourn <ul style="list-style-type: none"> • Wrap-up 	